**LACSPACE CORPORATION PVT. LTD.**

Legal Centre · Controlled legal document

# Refund & Cancellation

How billing, refunds, cancellation, and auto-renewal work for paid Lacspace products and services.

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**AT A GLANCE**

A plain-language summary — the full text below is what legally applies.

- Paid plans are billed in advance and renew automatically until you cancel.
- Fees are generally non-refundable, except errors, duplicate charges, or where law requires.
- Cancel any time — access continues until the end of the current period.
- Your statutory consumer rights always take precedence.

## 1. Overview

**1.1** This Refund & Cancellation Policy explains how billing, refunds, and cancellations work for paid **Lacspace** products and services. It forms part of our Terms of Use . Specific plans or Orders may include additional terms, which prevail for those purchases.

## 2. Subscriptions & Billing

**2.1** Paid Services are billed in advance on a recurring basis (for example, monthly or annually) per your plan. Prices may vary by region and currency and exclude taxes unless stated. You authorise us and our payment processors to charge your selected payment method for all fees due, including renewals, until you cancel.

## 3. Refund Eligibility

**3.1** Except where required by law or stated in your Order, fees are non-refundable. We will, however, provide a refund where:

- you were charged in error, billed twice, or charged after a valid cancellation;
- a paid Service was materially unavailable due to our fault for a sustained period; or
- a refund is required by applicable consumer-protection law.

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## 4. Non-Refundable Items

- Partial subscription periods, unused time, or unused capacity after a term has started.
- One-time setup, onboarding, customisation, or professional-services fees, once performed.
- Usage-based charges already incurred, and third-party fees passed through at cost.
- Purchases expressly marked non-refundable at checkout.

## 5. Free Trials

**5.1** Where we offer a free trial, you will not be charged during the trial. Unless you cancel before the trial ends, your plan converts to paid and the first charge applies. Trials may be limited in features and availability and may end at our discretion.

## 6. Duplicate & Unauthorised Charges

**6.1** If you notice a duplicate or unauthorised charge, contact us promptly at billing@lacspace.com . We will investigate and refund verified duplicate or unauthorised transactions.

## 7. How to Request a Refund

**7.1** To request a refund, email billing@lacspace.com with your account details, the charge in question, and the reason. Approved refunds are issued to the original payment method within a reasonable period, subject to processor timelines.

## 8. Cancellation & Auto-Renewal

**8.1** You can cancel at any time from your account settings or by contacting us. Cancellation stops future renewals; your paid plan remains active until the end of the current billing period, and no further charges are made after that period. We do not provide pro-rated refunds for the current period unless required by law.

## 9. Chargebacks

**9.1** Please contact us before initiating a chargeback so we can resolve billing issues directly. Chargebacks filed without first contacting us may result in suspension of the affected account pending resolution.

## 10. Statutory Consumer Rights

**10.1** Nothing in this Policy limits any non-waivable statutory consumer rights you have under the laws of your jurisdiction. Where such rights apply, they take precedence over the general terms above.

## 11. Contact

**11.1** For billing, refunds, or cancellations, contact billing@lacspace.com or visit our contact page .

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